

# **Every patient ... every interaction ... every time. Redefining the therapeutic principle to maximise inter-professional practice & patient outcomes”**

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## **Background**

Eastern Health’s inpatient Rehabilitation and Geriatric Services Model of Care was significantly redesigned in 2015 with the aim of delivering better patient care and improved clinical outcomes.

Despite routinely high patient satisfaction scores, diagnostics gathered prior to the Redesign indicated scope to improve both:

- The amount of time patients spent engaged in meaningful therapeutic activity, and
- Staff understanding and application of inter-professional practice.

## **Methods**

Data gathered from Rapid Improvement Events, patient shadowing and staff surveys identified three primary focus areas governed by eleven universal principles. Comprehensive solution plans were developed to address the improvement work required in each of the focus areas. This redesign plan was represented on a bus – our vehicle for model of care improvement.

(The “bus” graphic will be included)

## **Results**

The new model of care redefines the therapeutic principle as “All staff utilise all activity and every interaction with every patient for maximum therapeutic gain”

This new therapeutic construct includes a variety of interdependent elements incorporating both generic and individualised strategies. It requires significant cultural change to therapy delivery at the ward level and both promotes and is reliant upon effective inter-professional practice around the clock.

## **Discussion**

The primary elements of the therapeutic construct will be presented. The methods and solutions utilised to develop and embed a new culture of therapeutic engagement and inter-professionalism will also be discussed.